



HOUSING SENIORS | CREATING HOPE | PILOTING CHANGE

## **POSITION DESCRIPTION**

**POSITION TITLE:** Assessment Specialist

**POSITION PURPOSE:** Provide assessment and housing counseling services to low-income and homeless individuals aged 55 and over who reside in Multnomah County.

**REPORTS TO:** Housing Access Manager

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## **RESPONSIBILITIES:**

1. Respond to telephone requests for information and assistance. Provide housing information, referrals to community resources, and assess for further services at NWPP.
2. Interview individuals by phone and in-person to identify strengths and needs, develop plans of action, and follow up as necessary to resolve situation.
3. Use NWPP's Short Term Rent Assistance (STRA) criteria to evaluate requests for deposit and rental assistance. Process eligible requests by completing required paperwork and issuing payment promptly.
4. Provide assistance with housing applications, advocacy with potential landlords, furniture, moving assistance, and move-in kits to households receiving permanent housing placement and/or eviction prevention services.
5. Identify and share relevant resources with clients and colleagues. Create and/or maintain housing lists and other resource lists.
6. Provide back-up coverage to the Access Specialist as needed, including front desk reception tasks.
7. Engage with landlords and community partners in a responsive and professional manner.
8. Maintain timely, accurate, and appropriate documentation of services in Homeless Management Information System (HMIS).

9. Actively participate in the weekly Housing Program meeting and the monthly All-Staff meeting. Work cooperatively with colleagues and contribute ideas to improve and support the work of the program and organization.
10. Provide services in a manner consistent with NWPP mission and values, and using best practices. Actively participate in ongoing trainings relevant to the shared work of the organization.
11. Engage in meaningful training, self-examination, and action directed at changing institutional, interpersonal, and intrapersonal biases, particularly in the areas of race and ethnicity.
12. Other duties as required and/or requested by Executive Director and/or Supervisor.
13. Adherence to current Personnel Policies of the agency.

#### **REQUIRED QUALIFICATIONS:**

- Minimum of one year experience directly providing social services to low-income households.
- Interest in working directly with people who may be experiencing a variety of challenges, including poverty, aging, homelessness, and significant health issues.
- Experience working effectively with people from diverse backgrounds and cultures.
- Ability to pass a background check.
- Excellent interpersonal skills.

#### **PREFERRED QUALIFICATIONS**

- Bachelor's degree from accredited college or university.
- Valid driver's license and clean driving record
- Ability to multi-task, meet deadlines, and maintain a sense of humor.

*This job description does not constitute a contract of employment.*

*Northwest Pilot Project is an Equal Opportunity Employer*